

# ***Type of Presentations in This Report***

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Survey results are presented in several formats in order to help the reader prioritize among the issues respondents raised in the survey. In addition, the report is organized so that it meets the needs of several different audiences. The Executive Summary will appeal to those interested in high-level summary data, while the remainder of the report presents more detail. The following types of presentations are included in this report: summary tables, bar graphs, and survey results.

## **Summary Tables**

Two of the three tables in the Summary Results provide a quick look at how Healthy Options plans compare to the statewide aggregate of all plans on each of the six composites and four overall satisfaction rating measures for the core CAHPS questions. These core questions are presented for both adults and children enrolled in Healthy Options. The stars illustrate statistically significant differences from the aggregate mean of all health plans.

The third table shows a summary of survey responses for children enrolled in the Children's Health Insurance Program (CHIP). The table includes each of the six composites and four overall satisfaction rating measures for the core CAHPS questions. Because there is no comparison group, only percentages for the composite responses are presented.

## **Bar Graphs**

A series of bar graphs present composite and individual question-level results for all questions for which Never/Sometimes/Usually/Always, or A Big Problem/A Small Problem/Not A Problem responses were possible. Some survey items have a 0-10 rating scale as response options. These items are re-coded into three categories, so that the formats of the data entered into the significance tests are consistent across all questions.

Graphic displays in this report provide comparative data for individual health plans and aggregated results for all plans. Plans with fewer than 85 responses for a single survey item were not included in the statistical tests and, thus, do not receive a bar. However, individual questions that had fewer than 85 responses were included in the calculation of the composites.

The bar graphs and the stars in this report may sometimes seem inconsistent. For example, a bar graph may show similar results for two health plans, but one plan may receive a higher rating. This situation can occur because one plan may have a smaller number of responses and requires a larger difference to the comparison mean to yield a statistically significant difference. Also, case-mix adjustments (see "Case-Mix") are taken into account when computing stars, but not bar graphs.

## **Survey Results**

This report presents respondent data in separate sections for adults in Healthy Options, for children in Healthy Options, and for children in the Children's Health Insurance Program (CHIP). In each section more detail of the composite measures and individual questions that make up that composite is provided. The results of each composite are presented in a bar graph along with the frequency of the unadjusted responses for each of all health plans participating in 2001 and the aggregate of all plans. The results of the comparison of case-mix adjusted means of the health plans to the aggregated adjusted mean are also presented using stars. Following the composite results are similar results for each of the individual survey questions that make up that composite.